



*"People  
helping people  
help  
themselves"*

Mitchell E. Daniels, Jr., Governor  
State of Indiana

***Division of Family Resources  
Bureau of Child Development***  
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Jim Robertson, Director

**TO:** First Steps Providers  
**DATE:** January 10, 2006  
**SUBJECT:** Billing Training Q & A

First Steps and Unified Training System (UTS) have received many questions relating to the training for Web interChange and the transition of the Central Reimbursement Office (CRO) administration to EDS. Based on those questions, we are posting the following update with questions and answers.

Due to the transition of CRO activities to EDS, the last day for Covansys to process claims will be January 23, 2006. Providers are encouraged to submit claims in advance of that date. Due to the volume of claims expected over the next several weeks, the State cannot guarantee that claims postmarked after January 13, 2006, will be processed through Covansys. Claims that are not able to be processed prior to the transition or that are received after January 23, 2006, will be returned to the sender. Services not claimed prior to January 23, 2006, may be filed online through the Web interChange starting February 1, 2006. We do not anticipate any delay in payment during this transition.

#### Questions & Answers

- Q.** If I do not have my Indiana Health Coverage Programs (IHCP) number, may I attend the training?  
**A.** Yes, please enroll with UTS for the training most convenient for you.
- Q.** How do I get my IHCP number?  
**A.** EDS will inform providers of their new number prior to February 1, 2006.
- Q.** My agency already has their IHCP numbers. Will I receive new numbers for First Steps?  
**A.** Yes, all First Steps providers will receive new numbers. If providers want to consolidate and only have one number, they can contact EDS Provider Enrollment to begin that process after February 1, 2006.
- Q.** My agency currently has Web interChange access and ID numbers. Billing is also done on the Web interChange for Medicaid. Is attendance at the January training required?  
**A.** Yes, someone from your facility should attend the training as you will receive information specific to First Steps.
- Q.** Is there a charge for the Web interChange training?  
**A.** No; however, all providers must pay their annual training fee.
- Q.** Will there be a delay in my payment?  
**A.** We do not anticipate a delay in payment.

- Q.** If I had my application returned due to not qualifying as a Medicaid provider, will this affect my enrollment or ability to bill through First Steps?
- A.** No, First Steps—enrolled providers that meet the First Steps qualifications may continue to provide services through First Steps.
- Q.** Can I access Web interChange if I have a Mac Computer?
- A.** Computers must be able to open and operate Internet Explorer (IE) 6.0. IE 6.0 is the industry standard. Mac computers may not be able to operate this system.
- Q.** Where can I direct questions about the IHCP applications?
- A.** EDS Provider Enrollment at 1-877-707-5750.
- Q.** What is the Annual Training Fee, required by UTS, by January 10?
- A.** All enrolled First Steps providers, except those exempt under Issue Clarifications number 04-904-040, dated September 16, 2004 (effective October 1, 2004) must pay the annual training fee. The training fee covers training costs for the quarterly training newsletter, annual mandatory cluster meeting and the regional Service Coordinator meetings.
- Q.** Therapists within our facilities provide services to First Steps clients. Claims for services have been historically submitted through our central business office. Are the business office associates considered “non-First Steps providers” who may register for training?
- A.** Yes, persons responsible for claims submission should attend the training. This person may or may not be a First Steps provider.
- Q.** Our billing office staff does not have a UTS login. We are directed to Click on “More information below” to register for this training. However, there is no “more information” link below.
- A.** Payee organizations sending non-First Steps providers were instructed not to use the on-line registration system, but to email [registration@utsprokids.org](mailto:registration@utsprokids.org).
- Q.** When and where might we see copies of a new provider manual?
- A.** The new Provider Manual will be available via the Web on or before February 1, 2006. Another update will be posted when the manual is available.
- Q.** Will new identification numbers be issued to our First Step clients? When will they be received? When will they be effective?
- A.** Children enrolled in First Steps will NOT receive new identification numbers. The transition to EDS for operation of the CRO will not change how or when children receive services.

Additional questions are to be submitted to the First Steps e-mail at [FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov). Please continue to check the First Steps web page at [http://www.state.in.us/fssa/first\\_step/whatsnew.html](http://www.state.in.us/fssa/first_step/whatsnew.html) for future updates.